

Computer Team Agenda

Thursday, January 25th, 2024, at
1:00p.m.

Introductions

Please state your name and your Computer Position

Chairperson: Beth Pacunas

Secretary/Notetaker: Melissa Pappas

Attendees: Melissa Pappas, Youa Thao, Aado Perandi, Keri Levin, James Mueller, Michelle Newell, Joe Furst, Jason Bruce, Geino Brown

Updates from Administrators:

- Cleveland:
- Hamline: No admin in attendance.
- Montreal: No problems to report. All computers are working fine.
- Dunedin: One computer has a password on the resident account. That should be able to be removed from the admin account. One computer needs a wi-fi adapter. (It appears to have been taken.) There have been a number of recent issues with people messing with the computers and taking things. Having cameras in the area would be nice.
- Wabasha: One computer is working now. Having one of the donated computers from PHA would be good.
- Ravoux: No admin in attendance.
- Seal: Everything is working fine. No recent problems with people eating by the computers or leaving messes.
- Front: No admin in attendance. The previous admin stepped down.
- Wilson: The computers and printer are working. Someone has been taking the sign in sheet.
- Exchange: No problems with the computers or printer.

Update from Computer Peers:

- **Closed Helpdesk Tickets**
 - Melissa Pappas: Checked Neill's printer. Got a loaner laptop ready for a Neill resident who wanted to attend the small business class.
 - Michelle Newell: She will be working with Derrick on installing the Mt. Airy computers.
 - Jason Bruce: He is still training with Derrick as a Peer.

- **New Tickets**

No new tickets lately except for Iowa Internet and Mt. Airy computers.

Updates from IT Contractor and PHA IT

Joe Furst:

Donated computers will need wi-fi adapters.

They will probably need Windows updates as well.

Email Beth or Youa if you would like one of the computers for your site.

Having “office hours” is the best way to help people and give them an understanding of what you do. In person help is less intimidating for people with limited tech knowledge. It also might help with some problems if people understand why the computers are set up the way they are.

Derrick Malone:

He’s gone to Dunedin and Iowa recently. Iowa also has been having wi-fi issues.

A reminder was given to leave the computers on so updates can run when they need to. (For the sites that have the updater turned on.)

Blocking turning off the computers would need to be done by command line or script. (Executable run from the desktop.) Whether this should be done should be evaluated on a site-by-site basis.

Putting up signs telling people not to turn off the computers and what might happen if they do might be helpful. Also, signs telling when updates run if they are done at the same time each week.

Concerns were raised about issues when the computers need to be turned off or restarted such as when manually updating or installing software.

Derrick will be leaving when his contract ends on March 31 of this year. We are already looking for his replacement.

Updates

Beth Pacunas:

Having some kind of “Computer Office Hours” each month is being worked on. This would be general digital literacy help rather than a computer class.

This would be the same time each month and posted so people would know when it is.

This would be at a time and date you would like and that would work with your schedule.

We could start with Seal, Dunedin, Wabasha, McDonough as a kind of pilot program.

Having a sign up sheet might be helpful.

Next Meeting: February 22nd at 1:00p.m.

